



Webcast Information: Frequently Asked Questions

Player Requirements

APPS recommends the following system requirements for the best presentation viewing experience with the Mediasite Player on **Windows, Mac OS**

Before you begin, here are some things to consider:

Silverlight 3.0 is required to view presentations in the Silverlight Player. If you do not have Silverlight 3.0, you will be prompted to install it when you view a presentation.

Remember to configure pop-up blockers to allow site pop-ups.

If you are not using Internet Explorer as your browser on Windows, see **additional considerations** (below).

Windows requirements

- . Microsoft® Windows XP, Windows 2003, or Windows Vista®
- . Microsoft Internet Explorer® 6.0 SP1 or later, Firefox® 2.0 or later, or Google Chrome 1.0
- . Windows Media® Player 9.0 or later
- . Microsoft Silverlight® 2.0 or later
- . Broadband Internet connection (256 Kbps & above)

Mac requirements

- . Intel Processor based Apple® Mac® OS X 10.4.8 or later
- . Apple Safari™ 2.0.4 or later or **Firefox 2.0** or later
- . Microsoft Silverlight® 2.0 or later
- . Broadband Internet connection (256 Kbps & above)

Additional considerations

To view Mediasite presentations using **Firefox** over **Windows Vista** or **Windows XP**:

- . Use the ActiveX Plug-in you are prompted to download when you first attempt to view a presentation.

OR

- . Copy the Windows XP plug-in dlls to your machine following these **instructions**.

If you are having problems and your computer meets the system requirements, visit Sonic Foundry's **Troubleshooting Mediasite Playback** web resource for tips on troubleshooting your computer and more information on Player features.